



BRITISH  
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# British Transport Police Victim and Witness Strategy

2017

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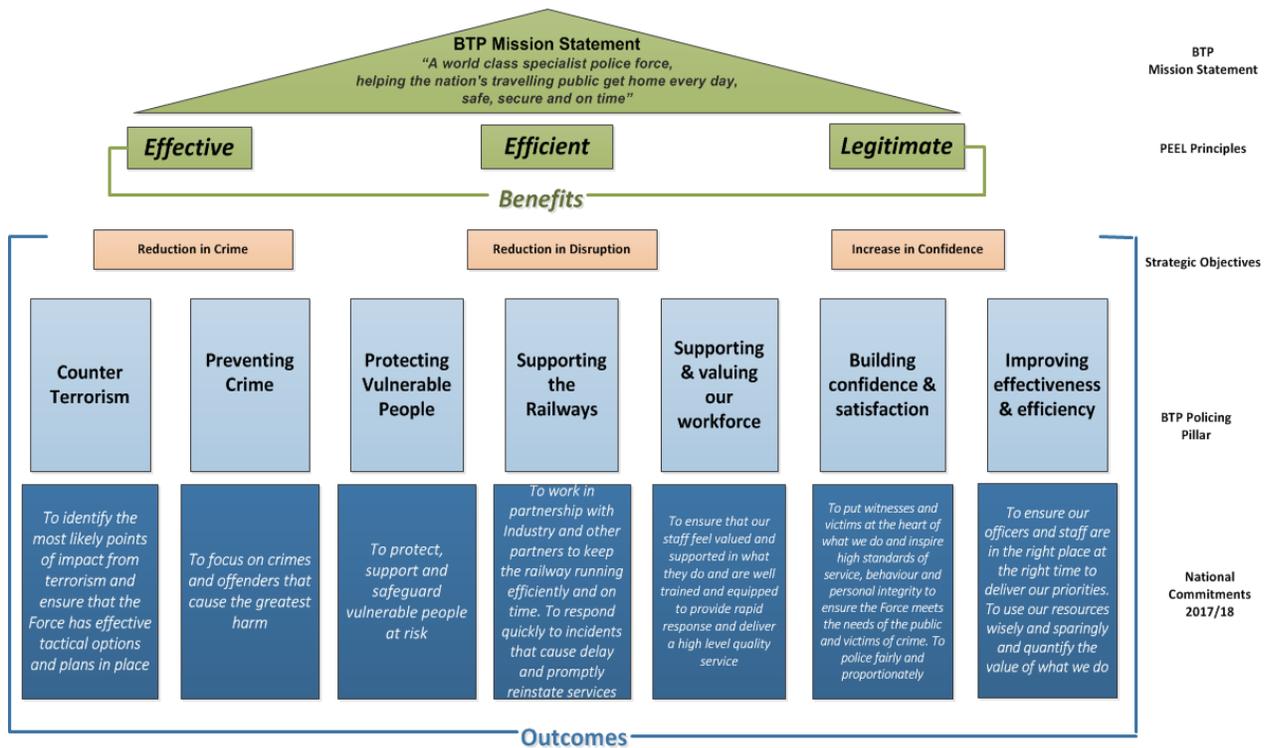
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## EXECUTIVE SUMMARY

The BTP Victim and Witness Strategy outlines the Force’s approach to fulfilling victim and witness care requirements and standards as outlined within governing legislation and initiatives; and provide a framework for strategic victim and witness care supporting the Force’s Mission Statement and Strategic Objectives.

This strategy supports the BTP’s Mission Statement<sup>1</sup> and the Force’s Strategic Objectives<sup>2</sup>. Underpinning the Strategic Objectives are 7 pillars and national commitments supported by management information from the key Force business areas.



<sup>1</sup> to be a world class specialist policing service helping the nation’s travelling public get home every day safe, secure and on time  
<sup>2</sup> to reduce crime, reduce disruption and increase confidence utilising the NDM model incorporating THRIVE



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## **MISSION**

The purpose of this strategy is to reinforce the Force's commitment to victim and witness care, deploying mechanisms supporting the Witness Charter and the obligations under the Victims Code of Practice (The Code) by:

- Establishing a comprehensive victim and witness service that upholds legislative obligations;
- Ensuring officers and relevant staff understand and uphold their obligations under the Code and leading guidance;
- Ensuring information is correctly captured and recorded for performance purposes;
- Achieving appropriate governance and accountability within the relevant business areas;
- Ensuring the National Decision Making (NDM) model incorporating Threat, Harm, Risk, Investigation, Vulnerability and Engagement (THRIVE) is embedded to effectively identify the vulnerability of the victim.

## **BACKGROUND**

The Code sets out the service obligations each criminal justice agency must fulfil for victims at each stage of the Justice process and prescribes timeframes in which these obligations should be achieved. The Code was revised in 2015 bringing in new measures to comply with the European Union Victim's Directive.

The Witness Charter (2013) provides robust guidance on the standards of care that witnesses can expect throughout the stages of the Criminal Justice System. Although not a statutory instrument, it provides a solid service framework and is nationally recognised as best practice, instilling public confidence, and helping to engage witnesses and consequentially best case outcomes at court.

The purpose of the Code and the Witness Charter is to support victims and witnesses of crime through the Criminal Justice process: incident, investigation, outcome and finalisation. The Code cites obligations supporting victims of crime, encapsulating the victim service delivery expectations by the Force.



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## **AIMS & OBJECTIVES**

### **To embed the Victims Code within the Force**

- To develop guidance tools to support operational officers and departments that assume victim and witness care responsibilities.
- To develop learning packages to evolve the knowledge of the Code to operational officers and police staff throughout the organisation.
- To ensure Force systems are aligned to the Code obligations where possible without introducing unnecessary bureaucracy.
- To ensure the Officer Pledge is embedded enabling us to support our operational officers under the Code.
- To ensure the Code forms part of individual performance reviews to ensure the Code is pro-actively embedded in the work place.

### **To ensure the Force's Priority Victim Service obligations under the Code are delivered.**

- To provide Initial Needs Assessments to all Victims of crime; assessing victim vulnerability and whether the Victim is entitled to an enhanced service under the code to ensure the appropriate service level to the Victim.
- To ensure the Victim is referred to the appropriate Victim support schemes; within relevant timeframes under the Code where applicable.
- To provide the Victim with explanatory updates to the progression of the investigation and progress of the case within timeframes under the Code to improve victim confidence.
- To provide the Victim with the opportunity to make a Victim Personal Statement throughout the Justice process from the inception of a crime/incident, to outcome decision, through to the final case conclusion.
- To provide the Victim with information on how they can make a formal complaint, to assist in enhancing service delivery.

### **To instil a robust performance and governance framework which provides meaningful data at all levels.**

- To ensure the Niche infrastructure is aligned to the Code obligations where possible to provide management information that is meaningful and enables the Force to evolve.
- To ensure relevant management information is provided to Divisions ensuring best practice is shared and lessons learned are exploited.
- To provide management information on the Force's priority victim service obligations and ensure robust management of systems and processes in support of the Code.